

You Said	Our Response	Number of Comments
Main Library		
There is some confusion over the behaviour policy and the food and drink policy on the Ground Floor.	We will be conducting a review during the summer and will use your comments as part of this procedure.	16 comments, all negative. 6 unsigned.
The café is too small.	Your comments will be passed on to Food on campus and will also be part of our summer review.	2 comments, both negative, both unsigned.
There should be more working water fountains, and the café should fill up water bottles.	All the fountains have been checked on all floors and are in full working order. Your comments have been passed on to Food on Campus.	2 comments, both negative, one unsigned.
The staff are friendly, approachable and helpful..	Thank you for your positive comments.	2 comments, both positive, one unsigned.
The toilets need attention.	We are hoping to begin a maintenance programme for our toilet facilities during the summer.	1 comment, negative.
It would be good to open the whole library 24/7 especially in the mornings.	We are conducting a review of 24/7 during the summer	1 comment, unsigned.
The Library should begin a campaign advocating mutual respect amongst students.	The Library has begun a “love your library” campaign.	1 comment.
The entry system causes problems.	The entry system has been checked and is in correct working order.	3 comments, all negative, one unsigned.
Joule Library		
The staff are very helpful.	Thank you for your positive comments.	3 comments, all positive, one unsigned.
The toilets need attention.	We are hoping to being a programme for maintenance of toilet facilities beginning in the summer.	7 comments, all negative, five unsigned.
A water fountain is needed.	It is hoped that a water fountain will be installed during the summer.	8 comments, all negative, seven unsigned.

The door to the relaxation area needs to close automatically so that the noise is not heard in the Library.	We always try and ensure that the door to the relaxation area is closed.	1 comment, negative, unsigned.
The turnstile was not working at the entrance to the Sackville Street Building.	The matter has been reported to Estates who look after the maintenance of the turnstile.	1 comment, negative, unsigned.
Stopford Library		
More small rooms needed, smaller tables, opening windows.	We are always looking to improve the library environment.	1 comment, negative, unsigned
Not enough books, some books tatty.	The number of books is often a problem as the library is not in a financial position to provide each customer with the required number of books but we are always looking at ways to improve the circulation of books amongst our customers. We repair books when necessary.	2 comments, both negative, both unsigned.
People should be allowed to talk quietly.	Except during preparation for exams, quiet talking is allowed in the Stopford Library.	1 comment, unsigned.
Art and Archaeology Library		
Brilliant library	Thank you for your positive comments.	1 comment, positive, unsigned.
Opening hours need to be extended.	The Library constantly reviews the opening hours of all sites.	1 comment, negative, unsigned.
General		
Talis shows due time as 11:59 but there is a fine if a book is returned after the Joule Library closes.	A check will be made on the issue times of books from the Joule Library.	1 comment, negative, unsigned.
Computers should have an automatic log out when they have not been used for a certain time.	The matter has been passed to IT services who administer the computer clusters in the Library.	1 comment, negative, unsigned.
Photocopying is too expensive.	The Library regularly reviews its photocopying prices.	1 comment, negative, unsigned.